

EDITED KSA LISTING

CLASS: OFFICE SERVICES SUPERVISOR II (GENERAL)

NOTE: Each position within this classification may be required to possess all or some of these knowledges, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	Intermediate knowledge of modern office methods (e.g., written/verbal communication and time management, etc.) in order to maintain and retrieve information, respond to inquiries from staff and the public, and to effectively train staff, inmates/wards, etc.
K2.	Intermediate knowledge of supplies (e.g., forms, writing instruments and toners, etc.) in order to routinely inventory and maintain office supplies.
K3.	Intermediate knowledge of operating equipment (e.g., computer software/programs, fax machines and copier/printer, etc.) in order to process documents and forms, disseminate information to other internal/external agencies, general public and ensure safety to staff, and inmates/wards, etc.
K4.	Intermediate knowledge of grammatical structure (e.g., proper sentence structure, spelling, punctuation, etc.) to accurately proofread/correct documents produced within the office setting.
K5.	Basic knowledge of the principles and techniques effective supervision and training in order to train, plan, organize and direct staff; and ensure workplace compliance with Federal and State personnel guidelines (e.g., EEO, sexual harassment prevention, and Ralph C. Dills Act, etc.)
K6.	Basic knowledge of the Department's Equal Opportunity Program objectives in order to provide information/instruction to staff using (e.g., Penal Codes, California Code of Regulations (CCR), Title 15, California Department of Justice (DOJ), Departmental Operation Manual (DOM), Institutions and Camps Manual (I & C), State Administrative Manual (SAM), EEO, rules, State and Federal mandates, etc.) to handle inquiries from within and outside the department, and ensure staff are in compliance with these rules.
K7.	Basic knowledge of mathematical computations in order to calculate employee time and to ensure staff is accurately credited for leave balances, pay and work periods.

Bold text indicates that the KSA is not currently listed on the classification specification.

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#	Knowledge, Skill, Ability
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	Skill to:
S1.	Perform difficult clerical work (e.g., ability to spell correctly, use proper English, grammatical structure and make arithmetical computations in order to ensure work is done accurately and within timeframes.
S2.	Receive verbal and written directions in order to resolve technical and other problems to ensure work is done accurately.
S3.	Monitor and evaluate unit policies and procedures in order to recommend changes to management and ensure staff and inmate/ward workers are in compliance and functioning efficiently.
S4.	Communicate effectively both verbally and in writing in order to disseminate information, respond to inquiries, and deal tactfully with staff, governmental agencies, and inmates/wards/parolees.
S5.	Communicate effectively both verbally and in writing in order to disseminate information, respond to inquiries, and deal tactfully with the public.
S6.	Make clear and comprehensive reports and keep difficult records in order to communicate information and respond to inquiries.
S7.	Apply the rules governing civil service in order to gather and provide information, train staff, and respond to inquiries from internal and external departments.
S8.	Plan, organize, direct, and supervise the work of others in order to train staff and ensure staff operates within policies, procedures and laws
S9.	Effectively contribute to the department's Equal Employment Opportunity objectives in order to maintain a work environment that is free from discrimination and harassment.
S10.	Work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group in order to maintain and abide/comply with Departmental policy.